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MESSAGE:

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant(s): Paul G. RINGHOF et al.

Serial No.: 09/576,166

For: *PROGRAMMABLE AGENT WORKSTATION SYSTEM AND METHOD*

Enclosed are the following:

Request for Continued Examination - RCE (1 pg.); and Response with Amendment (15 pgs.)

Docket No.: BOC9-1999-0054-US1

120-A99-157

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